


Office of the Chief Acquisition Officer

Federal Acquisition Conference and Exhibition June 2005

PBSA-Post Award Performance Management

Speakers:  
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 Lyle Eesley, DOD/DAU  
 Pamela Taylor, NASA  
 Alan Chvotkin, Professional Services Council

Moderator: Julia Wise, GSA



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**Performance Based Contracts or Orders include:**

1. Performance Work Statement;
2. Measurable Performance Standards;
3. Performance Mechanism for deducting for performance;
4. Performance Incentives, where appropriate; and
5. Quality Assurance Surveillance Plans.



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***Who manages the contract?***

Acquisition Team:

- Contracting Officer
- COTR/Program Manager
- Contractor
- Surveillance personnel

Contract Administration functions are delegated by the CO IAW FAR 42.3.



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One of the CO's key responsibilities is ensuring that the Government monitors the contractor's performance. The CO may assign this responsibility to a COR/COTR.

Duties include:

1. Verify that the contractor performs the technical requirements of the contract IAW with the contract terms, conditions, and specifications;
2. Monitoring the contractor's performance,
3. Notifying the contractor of deficiencies observed during surveillance, and
4. Directing appropriate action to effect correction; and
5. Reporting to the CO in a monthly report the performance of services rendered under the contract.



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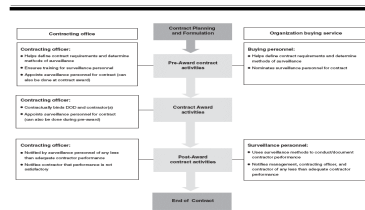
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## Appendix II: Roles of Contracting Officers and Surveillance Personnel



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## How do you manage a PBC?

In simplest terms

- Contractor manages using the Quality Control Plan (QCP)
- Government manages the contractor's performance using the QASP.



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### **Manage Performance by**

- *Keeping the team together.*
- *Adding the contractor to the team at a formal "kick off" meeting.*
- *Doing more than annual performance reviews.*
- *Conducting contract management performance reviews (depending on the size of the contract).*



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### **How to improve Contract Management**

1. Contract Management should be given the same importance as contract award.
2. Link performance incentives to outcome measures.
3. Personnel should be
  - trained in how to conduct surveillance,
  - assigned at or prior to contract award,
  - held accountable for their surveillance duties, and
  - conducting and documenting surveillance throughout the period of contract.



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Post Award Performance Management = Contract Administration

Q: How does the Government ensure that it gets services paid for in terms of quality and timeliness?

A: By using the Quality Assurance Surveillance Plan.

The goal: effective and efficient contract performance that delivers a solution.



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